



## WE ARE LOOKING FOR A **TRAINING DEVELOPER**



### KEY ROLE

The Training Developer designs and creates instructional materials for New Hire Training and Client-specific Upskill Training curriculums. He or she conducts training needs analysis, develops training programs and materials to ensure that all training objectives are accomplished, and performance gaps are addressed. Training materials include modules, presentations, videos, exercises, process documents, and assessments.



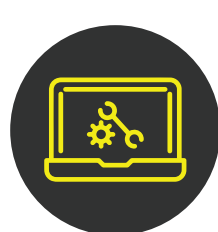
### RESPONSIBILITIES

- Identify and analyze performance and behavior gaps, more specifically:
- Conduct research to identify gaps in performance and behavior based on business goals.
- Work with the other stakeholders and identify the target audience's learning needs.
- Escalate performance and quality deficiencies to Training Development Lead.
- Design strategic learning solutions to meet business needs such as:
- Design course curriculum to meet learning needs based on business goals.
- Define training objectives for each material and determine appropriate training methods to ensure efficiency of training materials to produce high quality Virtual Assistants.
- Develop an instructional strategy and curriculum to include measurable learning objectives that support learning tasks.
- Develop learning programs, modules, presentations, activities, and tests such as:
- Create engaging learning activities and compelling course content that enhances retention and transfer.
- Develop effective and targeted certification requirements and evaluation methods.
- Design and develop creative and interactive instructor-led training and e-learning that is highly effective and professional.
- Create process documents for supported business processes.
- Implement training programs and certify delivery trainers to ensure consistency
- Facilitate initial training for new training programs and ensure training objectives are met and recommended methods are observed.
- Conduct Train-the-trainer sessions as needed and certify the trainers when applicable.
- Evaluate and improve programs and materials such as:
- Maintain, modify and improve existing course materials based on trainer, trainee and manager feedback.
- Gather up-to-date information and integrate feedback into the best practices.
- Attend staff meetings, inter-departmental meetings, and client meetings when needed.
- Maintain project documentation and material folders.
- Participate in the continuous innovation and creation of new training metrics to support operational business goals.
- Provide support to trainers as needed.



### QUALIFICATIONS

- At least 2 years of experience as a Trainer in a BPO company is preferred.
- Has excellent English grammar and sentence construction.
- Is highly proficient with MS PowerPoint.
- Is analytical and able to identify and analyze performance and behavior gaps.
- Is very comfortable with exploring and testing new technologies and tools to aid in learning.
- Is able to write instructional text and multimedia scripts.
- Having working experience with instructional design and training curriculum/module creation is preferred.
- Having experience with facilitating training on communication skills, attitude, and leadership & organizational development topics are an advantage.
- Having experience in managing a Learning Management System is an advantage.
- Having US Real Estate, Property Management and Social Media Administration is an advantage.



### SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

#### Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 10 Mbps

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